



# Kokomo Gas and Fuel Company

900 East Boulevard • P.O. Box 9015 • Kokomo, Indiana 46904-9015 • (765) 459-4101

A NiSource Company

[www.kokomogas.com](http://www.kokomogas.com)

Ms. Kristina Kern Wheeler  
Office of General Counsel  
Indiana Utility Regulatory Commission  
302 W. Washington St. room E

RECEIVED

NOV 12 2004

INDIANA UTILITY REGULATORY COMMISSION  
GENERAL COUNSEL

Ms. Wheeler;

We at Kokomo Gas and Fuel, are in full agreement with our fellow "Indiana Energy Association" members on how detrimental and one sided the current proposed changes to the customer service and deposit rules are.

Kokomo Gas has a total of 35,853 customers, the majority of which pay their bills on a timely basis. Each new customer to our utility is not required to pay a deposit for initial service. The only time we require a deposit is for accounts that fail to pay their bill on a timely basis and have been pre-warned of possible disconnect, but made no reasonable effort rectify the situation. These customers have historically had to pay a \$70.00 deposit each time they were turned off, until they reached a 1/3 of a years usage total.

As a small utility, we take great pride in our ability to deal with our customers on a personal basis. Our credit department is able to process payment arrangements and work with the customer to resolve problems with their ability to pay. It is our belief that our current business practices have allowed us to be good citizens in our community with an excellent history of being consumer friendly with an extremely low complaint ratio to the IURC.

We feel that a utility of our size would have a very difficult time in recovering the lost revenue that would result from the proposed rule changes. We feel strongly that the proposed 50,000 customer exemption would insure the ongoing existence of smaller utilities and not force us into changes that would change the complexion of how we relate to our customers.

Sincerely;

Ronald M. Powell  
Manager of Credit and Collections  
KoKomo Gas and Fuel  
900 E Boulevard  
Kokomo, IN. 46902